

## Center of Occupational Health and Education (COHE)

- Started with the Valley Medical Center (Renton) and expanded to St. Luke's (Spokane).
- Initially operated as a pilot program.
- COHE's have expanded throughout the State.
- Occupational Health - Best Practices.
- Disclaimer - I'm not a expert!

## Goals of COHE's

- Easier access to medical care.
- Prompt reporting.
- Understanding of the system and the role Providers play.
- Timely treatment – front load benefits.
- Effective communication.
- Paid higher fee's.

## Positive Outcomes

- Better disability outcomes.
- Reduced time-loss duration.
- Results show lower costs – disability and medical.
- Improved return-to-work outcomes.

## Eliminate Delay

- COHE's get paid a higher fee for expediting ROA (2 days) to LNI or TPA.
- Financial incentive to get information to the Department timely.
- Fax Activity Prescription Form directly to LNI.
- Health Services Coordinators ongoing education and communication with Providers.

## Health Service Coordinators

- Experienced staff available to assist in coordination health services for workers on time-loss.
- Coordinate and facilitate communication with employer, occupational nurse consultant, claims manager, injured worker, and union.
- Assure that no worker falls through the cracks.

## Worker Satisfaction

- Evaluation of services indicated workers rated COHE's with high satisfaction.
- Project Help has never received a complaint by an injured worker about the care they receive from COHE physician.
- All comments we have received have been positive.
- Labor reports being pleased with performance.